

MICHIGAN

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints from Michigan Consumers = 10,382



Fraud Complaints from Michigan Consumers = 5,742

Top Fraud Complaint Categories for Michigan Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	1,504	26%
2	Advance-Fee Loans and Credit Protection/Repair	661	12%
3	Internet Services and Computer Complaints	527	9%
4	Shop-at-Home/Catalog Sales	498	9%
5	Foreign Money Offers	407	7%

¹Percentages are based on the total number of fraud complaints from Michigan consumers (5,742).

Amount Paid Reported by Michigan Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
5,742	\$7,388,466	4,721	82%	\$1,565

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Michigan consumers (4,721).

Top Michigan Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Detroit	253
Grand Rapids	171
Lansing	162
Ann Arbor	150
Kalamazoo	148



Identity Theft Complaints from Michigan Victims = 4,640

Identity Theft Types Reported by Michigan Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	1,974	43%
2	Phone or Utilities Fraud	1,480	32%
3	Bank Fraud	651	14%
4	Loan Fraud	290	6%
5	Government Documents or Benefits Fraud	275	6%
6	Employment-Related Fraud	178	4%
	Other	621	13%
	Attempted Identity Theft	448	10%

¹Percentages are based on the 4,640 victims reporting from Michigan. Percentages add to more than 100 because approximately 22% of victims from Michigan reported experiencing more than one type of identity theft.

Top Michigan Identity Theft Victim Locations

Victim City	No. of Victims
Detroit	663
Grand Rapids	123
Lansing	97
Southfield	94
Dearborn	85